



STAFF REPORT

Meeting Date: February 17, 2015

Agenda Item #: V - c

TO: Mayor and Town Council
FROM: Lisa H. Anglin, Town Clerk
THUR: Susan Parker, Town Administrator
TITLE: Telephone System

Summary: The current phone system within the Town Hall, Building Inspections and Police Departments is outdated and has reached its maximum capacity.

Background: Last Fall after numerous occasions when staff members had to wait to place a call, ATMC was contacted to expand our phone system. ATMC advised that the current phone system was unable to be expanded and the manufacturer was no longer in operation, therefore the system can't be updated. We have received numerous complaints concerning the voice mail system and callers reaching busy signals for long periods of time. The system also randomly duplicates messages and deletes messages before it's been retrieved.

Fiscal/Policy Implication(s): A quote of \$26,000 was provided by ATMC in September 2014.

Recommendation: Staff is presently working with ATMC to update their quote for the phone system. ATMC is also evaluating our present internet and IT support needs to offer a quote for an update of the internet capabilities, WIFI speed and IT support for the Town. Information will be forthcoming during the budget process.